



Your local supply, on tap

Affinity Water Statement of Significant Changes 2017/2018 – End Customer Charges



Statement of Significant Changes 2017-18 – End Customer Charges

The Board of Affinity Water Limited has considered the requirements for the setting of tariffs and charges for 2017/18 and established a sub-committee including executive and non-executive directors to review, along with other charging matters, Affinity Water's proposed tariffs for 2017/18 and how changes in tariffs would affect bills for typical customers.

For these purposes, the Board sub-committee met on 9th January 2017 and reviewed an analysis of bill changes for about 50 types of typical customer, differentiated according to factors including the following:

- Geographical location
- Customer type - household / non household
- Charging method - measured / unmeasured / assessed
- Consumption band - average, medium and high consumption
- Watersure and Social Tariff customers

A summary of the expected bill changes is set out in Appendix 1.

Based on this analysis, Affinity Water Limited confirms that it does not expect there to be any water bill increases of more than 5% from the previous year for any given customer type, assuming a constant level of consumption.

The Board sub-committee also considered the effects of Affinity Water's household bill changes when combined with expected wastewater bill changes applied by the relevant waste water company. We acknowledge that the total increase in water and waste water bills is of importance to our customers. Whilst we cannot provide any assurance on this point, we anticipate that the level of increase in the combined water and waste water bills to our customers will be less than 5%.

A handwritten signature in blue ink, appearing to read 'Christopher Offer', with a large, stylized flourish at the end.

Christopher Offer
Director of Regulation & Corporate Affairs

On behalf of Affinity Water Limited

11 January 2017

Appendix 1 : Expected Water Bill Changes 2017/18 – End Customer Charges

Typical Customer	2016-17 Bill	2017-18 Bill	Variance (%)
Average Household Measured Customer (Central Region)	153.96	153.34	-0.4%
Average Household Measured Customer (Southeast Region)	209.82	208.84	-0.5%
Average Household Measured Customer (East Region)	163.36	162.66	-0.4%
Average Household Unmeasured Customer (Rickmansworth Region)	178.78	183.44	2.6%
Average Household Unmeasured Customer (Colne Region)	198.99	204.19	2.6%
Average Household Unmeasured Customer (Lee Region)	216.12	221.76	2.6%
Average Household Unmeasured Customer (North Surrey Region)	188.32	193.24	2.6%
Average Household Unmeasured Customer (East Region)	229.00	235.65	2.9%
Average Household Unmeasured Customer (Saffron Walden Region)	191.42	196.41	2.6%
Social tariff Central & East Region	91.90	93.90	2.2%
Social tariff Southeast Region	91.90	93.90	2.2%
Household Measured Customer Low consumption 65m3/year Central Region	96.27	95.87	-0.4%
Household Measured Customer Low consumption 42m3/year East Region	100.92	100.49	-0.4%
Household Measured Customer Low consumption 65m3/year Southeast Region	148.62	147.93	-0.5%
Household Measured Customer High consumption 300m3/year Central Region	342.78	341.40	-0.4%
Household Measured Customer High consumption 225m3/year East Region	418.30	416.51	-0.4%
Household Measured Customer High consumption 300m3/year Southeast Region	584.43	581.67	-0.5%
Household Assessed 1 occupier (Central Region)	96.00	95.90	-0.1%
Household Assessed 2 occupiers (Central Region)	148.70	148.10	-0.4%
Household Assessed 3 occupiers (Central Region)	205.40	204.50	-0.4%
Household Assessed 4 or more occupiers (Central Region)	262.00	261.00	-0.4%
Household Assessed 1 occupier (East Region)	100.90	100.50	-0.4%
Household Assessed 2 occupiers (East Region)	163.40	162.70	-0.4%
Household Assessed 3 occupiers (East Region)	227.50	226.60	-0.4%
Household Assessed 4 or more occupiers (East Region)	321.20	319.80	-0.4%
Household Assessed 1 occupier (Southeast Region)	148.60	148.00	-0.4%
Household Assessed 2 occupiers (Southeast Region)	241.30	240.00	-0.5%
Household Assessed 3 occupiers (Southeast Region)	341.50	340.00	-0.4%
Household Assessed 4 or more occupiers (Southeast Region)	441.60	440.00	-0.4%
Watersure customer (Central & Saffron Walden Region)	176.87	178.08	0.7%
Watersure customer (Southeast Region)	210.00	208.92	-0.5%
Watersure customer (East Region)	176.28	176.16	-0.1%
Average Measured Small Business Customer Central Region (15mm meter)	542.93	557.07	2.6%
Average Measured Small Business Customer SouthEast Region (15mm meter)	752.01	771.09	2.5%
Average Measured Small Business Customer East Region (15mm meter)	565.82	580.45	2.6%
Typical non-household medium customer (Central Region) (40mm meter)	4,984.84	4,890.20	-1.9%
Typical non-household medium customer (East Region) (40mm meter)	7,868.34	7,725.70	-1.8%
Typical non-household medium customer (Southeast Region) (40mm meter)	8,808.84	8,650.70	-1.8%

Typical non-household large customer (Central Region) (100mm meter)	48,769.40	47,798.88	-2.0%
Typical non-household large customer (East Region) (100mm meter)	68,721.92	67,416.44	-1.9%
Typical non-household large customer (Southeast Region) (100mm meter)	64,854.36	63,218.84	-2.5%
Typical non-household extra large customer (Central Region) (150mm meter)	330,477.20	321,497.76	-2.7%
Typical non-household extra large customer (East Region) (150mm meter)	475,284.76	463,070.28	-2.6%
Typical non-household extra large customer (Southeast Region) (100mm meter)	644,732.16	628,292.72	-2.5%
Average Unmeasured RV non household customer (Rickmansworth Region)	368.48	375.57	1.9%
Average Unmeasured RV non household customer (Colne Region)	387.70	395.24	1.9%
Average Unmeasured RV non household customer (Lee Region)	375.76	383.83	2.1%
Average Unmeasured RV non household customer (North Surrey Region)	344.42	351.23	2.0%
Average Unmeasured RV non household customer (Saffron Walden Region)	276.22	282.14	2.1%
Average Unmeasured RV non household customer (Folkestone Region)	702.85	719.85	2.4%

Note: End customer bills calculated by assuming a constant level of consumption across years